1. To pass this practice quiz, you must receive at least 75%, or 3 out of 4 points, by completing the activity and answering corresponding quiz questions. You can learn more about the graded and practice items in the Course Overview↗.

   1 / 1 point

   Activity Overview

   In this activity, you will identify the criteria for meeting quality standards for a portion of the tablet rollout, and add them to your project plan. Quality standards are the requirements and specifications that the final project must meet in order to be considered successful.

   Scenario

   Review the scenario below. Then complete the step-by-step instructions.

   As the team thinks ahead to the tablet test launch at Sauce & Spoon, Peta needs to identify quality standards. During their weekly check-in meeting, Peta and Deanna review some of these standards.

   Step-By-Step Instructions

   Step 1: Access your draft

   Begin by opening the project plan draft you worked on in the activity from Week 2, *Refine your time estimates.*

   Step 2: Access supporting materials

   The following supporting materials will help you complete this activity. Keep them open as you proceed to the next steps. Each link will open a new Coursera tab.

   - Meeting: Weekly Check-In↗

   Note: To review supporting materials introduced in earlier activities, you can find them in the Resources section↗.

   Step 3: Review supporting materials

   Review the meeting transcript and take notes on the details Peta and Deanna discuss about defining quality standards.

   Step 4: Add the notes to your project plan

   Add the notes you took about quality standards to your project plan, listing them under the Quality and Evaluation tab. Record the primary quality standard the team is focused on in the Category column. Then add the quality criteria that correspond to that category in the Criteria column.

   What to Include in Your Response

   Be sure to include the following elements in your project plan:

   - The primary quality standard discussed in the supporting materials

   - Five criteria to support the quality standard

   Did you complete this activity?

   ◉ Yes
   ○ No

   ⊘ Correct
   Thank you for completing this activity! Identifying quality standards helps projects meet their success criteria. Review the quiz feedback below to find out how you did.

2. What are some ways that Peta and Deanna agree to measure the customer satisfaction quality standard for the tablet project? Select all that apply.

   0.5 / 1 point

   ☑ Lobby wait time of under 10 minutes

✓ Correct
This is one of the criteria Peta and Deanna will use to measure customer satisfaction.

☑ An average table turn time of 45 minutes

✗ This should not be selected
This is not one of the criteria Peta and Deanna will use to measure customer satisfaction.

☑ 80% email capture and restaurant newsletter opt-in

✗ This should not be selected
This is not one of the criteria Peta and Deanna will use to measure customer satisfaction.

☑ 98% order accuracy

✓ Correct
This is one of the criteria Peta and Deanna will use to measure customer satisfaction.

3. Quality standard criteria should be objective and measurable. In addition to the methods mentioned in the check-in transcript, what is another way Deanna and Peta could measure customer satisfaction for the tablet project?   1 / 1 point

○ Increase waitstaff efficiency
○ Create a positive experience around the tablets
◉ Increase customer retention in tablet areas by 5%
○ 5% more birthday celebrations across restaurant locations

✓ Correct
Customer retention is an objective, measurable way to measure customer satisfaction.

4. In addition to customer satisfaction, what are some other quality standard categories that could help evaluate the success of the tablet test launch? Select all that apply.   0.5 / 1 point

☑ Environment

✗ This should not be selected
Environment is a common quality standard category, but it would not help evaluate the success of the test launch. Consider what categories would help the project meet its goals.

☑ Design

✗ This should not be selected
Design is a common quality standard category, but it would not help evaluate the success of the test launch. Consider what categories would help the project meet its goals.

☑ Functionality

○ Correct
Functionality is a good quality standard for the tablet launch, since the tablets need to work properly for the project to succeed.

☑ Ease-of-use

○ Correct
Ease-of-use is a good quality standard category, since the customers must be able to use the tablets for the project to succeed.